



THE CITY OF SAN DIEGO **MANAGER'S REPORT**

DATE ISSUED: March 28, 2001 REPORT NO. 01-054

ATTENTION: Honorable Mayor and City Council
Docket of April 2, 2001

SUBJECT: City of San Diego Volunteer Month April 2001

SUMMARY

Issue - Should the City Council adopt a resolution declaring April 2001 as “City of San Diego Volunteer Month?”

Manager’s Recommendation - Adopt the resolution.

Fiscal Impact - None.

BACKGROUND

Many City of San Diego departments make extensive use of volunteers in their operations, enabling them to provide programs and services that would not be possible without the help of volunteers. A Citywide Volunteer Program created in 1995 develops citywide volunteer policies, and assists city departments in all aspects of volunteer recruitment and management.

During FY 2000, **37,507 individual and group volunteers contributed 1,127,638 hours of volunteer time to city departments and programs** (see attached table). Using the national average value of \$14.30 per hour for volunteer time provided by the Points of Light Foundation, **the total value to the City of San Diego of this volunteer time was over \$16 million.**

For the past four years, the City of San Diego has made a special effort to recognize and honor City volunteers during National Volunteer Week, which this year occurs April 22-28. Last year, the City Council declared April 2000 as “City of San Diego Volunteer Month.”

DISCUSSION

The Citywide Volunteer Program works with volunteer managers and supervisors in all city departments to build volunteer programs, and support those already existing (see attached table).

A City Volunteer Manager's Manual was prepared which provides citywide policies and procedures for volunteer recruitment, training, and recognition. Volunteer management training is made available periodically to volunteer managers in all city departments. The Citywide Volunteer Program assists departments in volunteer recruitment through the development and distribution of over 10,000 *Volunteer Opportunities* brochures and bulletins each year to branch libraries, recreation centers, senior centers, high schools, colleges, military, and other organizations. Current city department volunteer opportunities are listed on the City of San Diego Volunteer Program Web Page, which includes an e-mail application, as well as through the City's Just Call system, which includes a fax option. Volunteer Program staff participate in high school and college career fairs and other special events to recruit volunteers.

Volunteer Recognition

Volunteer recognition is important in retaining volunteers. Last year, the City Council honored city volunteers by declaring the month of April 2000 "City of San Diego Volunteer Month," which also coincided with National Volunteer Week. A resolution declaring April 2001 "City of San Diego Volunteer Month" is being proposed again this year. Additionally, many city departments hold their volunteer recognition lunch or dinner events during April.

For the last two years, the Citywide Volunteer Program, in partnership with the United Way Volunteer Center and the Central Balboa Park Association, has been able to arrange for the donation of 5,000 free passes good for the entire month of April to Balboa Park museums, the Zoo, and other local attractions to give to city volunteers and United Way agency volunteers. Additionally, last year, the Padres donated 2,500 free baseball tickets for city volunteers. These museum passes and Padre tickets will be made available again this year, in addition to 3,000 free entrance tickets to Kobey's Swap Meet.

Additionally, the United Nations has declared 2001 the "International Year of Volunteers" in order to increase recognition, networking and promotion of volunteer actions, programs and initiatives worldwide. The Citywide Volunteer Program is purchasing 5,000 colorful custom pins celebrating the International Year of Volunteers, with "City of San Diego" inscribed at the bottom. These will be made available to all City volunteer managers to distribute to department volunteers during April.

Respectfully submitted,

Ann Hix
Citywide Volunteer Program Manager

Approved: Bruce Herring
Deputy City Manager

HERRING/ABH

Attachment: Fiscal Year Summary of Department Volunteer Programs

City of San Diego Citywide Volunteer Program
FISCAL YEAR SUMMARY OF DEPARTMENT VOLUNTEER PROGRAMS^{1 2}

August 17, 2000

BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
AUDITOR	<input type="checkbox"/> Support Services	–	3	1	–	1,635	152
CITY ATTORNEY	<input type="checkbox"/> Criminal Division	82	76	95	10,721	8,365	11,797
	<input type="checkbox"/> Civil Division	12	14	7	440	6,892	3,136
	<input type="checkbox"/> Law Library	<u>3</u>	<u>2</u>	<u>2</u>	<u>106</u>	<u>105</u>	<u>25</u>
	Total	97	92	104	11,267	15,362	14,958
CITY CLERK	<input type="checkbox"/> Records Management and Information Division	26	28	16	7,111	7,220	4,273
COMPETITION AND ORGANIZATION EFFECTIVENESS	<input type="checkbox"/> Competition						
	- <i>Advisory Panel</i>	--	7	7	--	250	250
	<input type="checkbox"/> Organization Effectiveness	<u>3</u>	--	<u>1</u>	<u>800</u>	--	<u>73</u>
	Total	3	7	8	800	250	323
ECONOMIC DEVELOPMENT AND COMMUNITY SERVICES	<input type="checkbox"/> Economic Dev & Redevelopmt						
	- Enterprise Zone Program	--	1	--	--	1,242	--
	- <i>Business Impr.Districts (15)</i>	154	154	250	18,240	18,240	12,000
	- <i>Small Business Advisory Bd.</i>	8	8	9	384	384	225
	- <i>Enterprise Community Advisory Board</i>	17	17	16	400	612	320
	- <i>Project Area Committees</i>	--	83	83	--	4,395	4,395
	- <i>Tourism Support Rev. Panel</i>	--	--	5	--	--	108
	- <i>Citizens Review Committee</i>	--	--	12	--	--	360
	- <i>Barrier Removal Subcmte</i>	--	--	10	--	--	200
	<input type="checkbox"/> Community Services						
	- <i>Weed & Seed Advisory Bd.</i>	<u>12</u>	<u>16</u>	<u>19</u>	<u>720</u>	<u>1,179</u>	<u>224</u>
	Total	191	279	404	19,744	26,052	17,832

BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
EMPLOYEE RELATIONS & SPECIAL PROJECTS	<input type="checkbox"/> Citywide Volunteer Program	5	1	1	207	48	45
	<input type="checkbox"/> Commission for Arts & Culture	1	8	17	125	140	3,040
	- <i>Advisory Committees (17)</i>	90	130	305	4,590	4,780	4,246
	<input type="checkbox"/> Convention Center Expansion	--	1	--	--	750	--
	<input type="checkbox"/> Stadium Painting Project	<u>452</u>	--	--	<u>2,182</u>	--	--
	Total	548	140	323	7,104	5,718	7,331
ENGINEERING AND CAPITAL PROJECTS	<input type="checkbox"/> Transportation & Drainage Design; Public Buildings & Parks; Field Engineering	11	15	1	304	224	160
	- <i>Citizens Equal Opportunity Commission</i>	8	5	5	192	120	120
	- <i>MEGA Construction Project Oversight Committee</i>	--	46	--	--	825	--
	- <i>Consultant Nominating Committee</i>	<u>10</u>	<u>9</u>	<u>9</u>	<u>780</u>	<u>670</u>	<u>550</u>
	Total	29	75	15	1,276	1,839	830
ENVIRONMENTAL SERVICES	<input type="checkbox"/> Landfill Revegetation Program	73	205	129	297	702	387
	<input type="checkbox"/> Environmental Programs	1,013	22	25	8,483	71	72
	- <i>Waste Management Advisory Board</i>	8	6	6	96	48	6
	- <i>Managers Committee on Waste Reduction</i>	<u>9</u>	<u>9</u>	--	<u>189</u>	<u>189</u>	--
	Total	1,103	242	160	9,065	1,010	465
FIRE AND LIFE SAFETY	<input type="checkbox"/> Fire Hazard & Prevention	21	22	13	1,780	4,026	3,419
	<input type="checkbox"/> Training & Education	75	302	198	7,308	8,095	8,626
	<input type="checkbox"/> Maintenance & Material	--	--	7	--	--	408
	Total	96	324	218	9,088	12,121	12,453

BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
HOUSING COMMISSION	<input type="checkbox"/> Residents Services	32	55	18	1,631	3,580	1,142
	- <i>SD Housing Commission Board</i>	4	7	7	384	672	504
	- <i>Loan Committee</i>	7	7	7	273	273	136
	- <i>Housing Development Partners</i>	<u>7</u>	<u>7</u>	<u>7</u>	<u>70</u>	<u>56</u>	<u>112</u>
	Total	50	76	39	2,358	4,581	1,894
INFORMATION TECHNOLOGY & COMMUNICATION	<input type="checkbox"/> Information Technology	3	5	3	240	460	350
	<input type="checkbox"/> Communications	--	<u>1</u>	--	--	<u>76</u>	--
	Total	3	6	3	240	536	350
LIBRARY	<input type="checkbox"/> Central/Branch Libraries	1,261	1,469	1,374	61,696	59,152	63,249
	- <i>Friends of Libraries</i>	612	612	612	24,545	24,545	27,000
	- <i>Board of Library Commissioners</i>	7	7	7	288	168	252
	<input type="checkbox"/> READ/San Diego Literacy	686	670	653	52,018	47,779	49,050
	- <i>Friends of READ/San Diego</i>	<u>65</u>	<u>65</u>	<u>63</u>	<u>900</u>	<u>1,916</u>	<u>1,751</u>
	Total	2,631	2,823	2,709	139,447	133,560	141,302
MANAGER	<input type="checkbox"/> Community Service Centers	--	15	33	--	1,085	865
	- <i>Citizens Review Board on Police Practices</i>	23	23	23	5,520	5,520	3,680
	- <i>Citizens Advisory Board on Police/Community Relations</i>	15	15	15	180	--	0
	<input type="checkbox"/> Human Relations Commission	--	19	29	--	376	1,260
	- <i>Human Relations Commission Board</i>	<u>--</u>	<u>20</u>	<u>13</u>	<u>--</u>	<u>2,180</u>	<u>2,312</u>
	Total	38	92	113	5,700	9,161	8,117

BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
METROPOLITAN WASTEWATER	<input type="checkbox"/> Administration						
	- <i>Oversight Committee</i>	--	--	7	--	--	496
	<input type="checkbox"/> Operations & Maintenance	385	442	329	1,513	2,054	1,002
	- <i>Wastewater Collection Advisory Committee</i>	--	2	2	--	6	6
	- <i>Program Oversight Committee</i>	--	10	10	--	112	112
	- <i>South Bay Community Advisory Committee</i>	--	15	15	--	260	260
	- <i>South Bay Business Plan Advisory Committee</i>	--	12	12	--	200	200
	Total	385	481	375	1,513	2,632	2,076
NEIGHBORHOOD CODE COMPLIANCE	<input type="checkbox"/> Code Compliance	262	248	230	9,728	7,720	5,496
	<input type="checkbox"/> Graffiti Control	796	381	836	2,436	1,489	3,295
	<input type="checkbox"/> Vacant Properties Program						
	- <i>Vacant Properties Team</i>	7	6	--	59	48	--
	Total	1,065	635	1,066	12,223	9,257	8,791

PARK AND RECREATION	Recreation Centers & Parks; Open Space & Regional Parks; Playgrounds; Pools; Golf Courses; Disabled Services; Senior Services <i>- Recreation Councils, Advisory Committees, Foundations</i> <i>- Park and Recreation Board</i> Total	14,499 6,042 <u>11</u> 20,552	19,648 5,399 <u>11</u> 25,058	21,353 5,727 <u>11</u> 25,386	199,423 45,997 <u>264</u> 245,684	198,126 18,353 <u>264</u> 216,543	195,794 44,115 <u>330</u> 240,239
BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
PLANNING AND DEVELOPMENT REVIEW	<input type="checkbox"/> Information & Application Services <input type="checkbox"/> Long Range Community Planning <i>- Planning Groups (41)</i> <i>- Planning Commission</i> <i>- Historical Site Board</i> <i>- La Jolla Shores Adv. Board</i> <i>- Old SD Design Review Bd</i> Total	27 184 7 -- -- <u>--</u> 230	39 620 7 -- -- <u>--</u> 666	34 635 7 15 7 <u>8</u> 706	1,347 8,448 672 -- -- <u>--</u> 10,467	12,180 27,900 672 -- -- <u>--</u> 40,752	4,410 27,500 672 1,800 336 <u>336</u> 35,054

POLICE	<input type="checkbox"/> RSVP	<i>Programs not</i>	494	495	<i>Programs</i>	125,476	127,877
	<input type="checkbox"/> VIP	<i>reported</i>	370	380	<i>not reported</i>	45,830	48,914
	<input type="checkbox"/> Crisis Intervention	<i>separately</i>	64	73	<i>separately</i>	5,784	6,747
	<input type="checkbox"/> Police Reserves		47	31		16,122	18,121
	<input type="checkbox"/> Emergency Management		59	61		2,680	2,200
	<input type="checkbox"/> Language Interpreters		62	62		584	300
	Sub Total	1,109	1,096	1,102	183,990	196,476	204,159
	<input type="checkbox"/> STAR/PAL Youth Program	215	359	460	2,590	4,715	5,098
	-Board of Directors/Committees	--	--	40	--	--	800
	<input type="checkbox"/> Police Cadet Program	--	45	60	--	5,340	7,340
REAL ESTATE ASSETS	<input type="checkbox"/> School Safety Patrol Program	--	2,200	2,200	--	396,000	396,000
	Total	1,324	3,700	3,862	186,5800	602,531	613,397
RISK MANAGEMENT	<input type="checkbox"/> Information Management	1	--	1	115	--	252
	<input type="checkbox"/> Facilities Maintenance	--	--	--	--	--	--
	Total	1		1	115		252
RISK MANAGEMENT	<input type="checkbox"/> Workers Comp, Employee Benefits, Admin., Safety	--	10	6	--	1,576	1,572

BUSINESS CENTER OR DEPARTMENT	VOLUNTEER PROGRAMS	Volunteers FY 98	Volunteers FY 99	Volunteers FY 00	Volunteer Hours FY 98	Volunteer Hours FY 99	Volunteer Hours FY 00
TRANSPORTATION	<input type="checkbox"/> Disabled Parking Enforcement <input type="checkbox"/> Streets Division - People for Trees Total	39 30 -- 69	37 2,000 -- 2,037	35 1,877 15 1,927	11,092 200 -- 11,292	10,572 6,000 -- 16,572	10,675 3,754 900 15,329
TREASURER	<input type="checkbox"/> Business Tax	1	1	--	1,059	648	--
WATER	<input type="checkbox"/> Operations - Lake Murray - Friends of Lake Murray <input type="checkbox"/> Management Services - Water Citizens Advisory Board Total	1 50 50 -- 101	24 10 50 16 10 110	3 50 10 63	4 340 240 -- -- 584	6,494 225 240 2,681 60 9,700	198 240 210 648
	TOTAL Boards/Commissions	7,357	7,388	8,056	113,431	114,687	137,064
	TOTAL All Other Volunteers	21,223	29,497	29,451	569,286	1,004,569	990,574
	GRAND TOTAL	28,530	36,885	37,507	682,717	1,119,256	1,127,638

1. A dash (“--”) indicates either that no volunteers worked in the program during that year, or that volunteer statistics were not maintained, were not available, or were not reported.

2. Volunteer hours for citizen advisory boards, commissions, committees, etc. are estimated by multiplying the number of members by the average duration of meetings by the number of meetings per year.